

## **City of Surprise Tennis Center FAQ-11/27/20**

These unusual times have affected all parts of our lives and the way we do things. We also realize that things are constantly changing and we must prepare to make adjustments as needed. We will be following guidelines from the CDC and Governor's Executive Orders. Please be respectful to others and follow rules so we can continue to provide recreational opportunities to the City of Surprise Community. If you have, any questions please call 623.222.2400.

**Is the Tennis and Racquet Complex open?** Yes, all courts are open for play by pre-paid reservations only. Please call 623.222.2400 to make your reservation during open facility hours. Discover, MasterCard and Visa are the accepted forms of payment.

**Racquetball courts** are open by prepaid reservation only, no walk-up play or programming. Patrons are limited to one hour of play per day. Only **SINGLES PLAY** allowed preferably with family member that resides in the same household, the same two players must play for the entire reservation. **Masks are required.**

**Table Tennis** is available for open play (one table only) by reservation only. Only **SINGLES PLAY** preferably with family member that resides in the same household, the same two players must play for the entire reservation. **Masks are required.**

**Are reservations required?** Yes, courts must be reserved in advance and the player making the reservation must pre-pay for all players. No on-site cash handling will be accepted at this time.

**Who may enter the tennis center?** Only individuals who have a reservation should be entering the tennis complex.

**Can only residents reserve courts and for how long?** Surprise Residents can make reservations for tennis courts up to 48 hours in advance for 1 court for 90 minutes per day while Non-Residents can call 24 hours in advance for 1 court for 90 minutes per day.

Surprise Residents can make reservations for racquetball courts up to 48 hours in advance for 1 court for 60 minutes per day while Non-Residents can call 24 hours in advance for 1 court for 60 minutes per day.

Reservation only needed for Table Tennis. Please call 623.222.2400 to make your reservation during open facility hours.

**Please call 623.222.2400 to make your reservation during open facility hours. Discover, MasterCard and Visa are the accepted forms of payment.**

### **What are the fees to play?**

**Tennis** - 90 minute AM fees per person are \$2 for residents/ \$3 non-res. PM fees per person for 90 minutes are \$3 res/ \$4 non-res.

**Racquetball** - 60 minute sessions, fees per person are \$3 for residents/ \$4 non-residents.

**Table Tennis** – 60 minute sessions, no fee.

Full Payment for the entire party is due when the reservation is taken. Individual payments by players will not be accepted. No cash or credit card payments will be accepted at the counter.

### **What hours can courts be reserved for play?**

**Tennis Courts** can be reserved for 90 minute sessions during current facility hours.

**Racquetball court** A Racquetball court can be reserved for 60 minute sessions during current facility hours at 8am, 9am, 10am, 11am, 12pm, 1pm, 2pm, 3pm, 4pm, 5pm, 6pm, 7pm and 8pm. *Only one court available at a time.*

**Table Tennis** The tennis table can be reserved for 60 minute sessions during current facility hours at 8am, 9:30am, 11am, 12:30am, 2pm, 3:30pm, 5pm, 6:30pm and 8pm. *Only one table available at this time.*

Players are allowed one reservation per day, this includes all players in your party. The same two players must play per reservation. In compliance with CDC guidelines for social distancing and group limitations please arrive no earlier than 10 minutes prior to play and leave promptly when you are finished. Indoor facility mask are required.

**Will I be able to purchase cold drinks or snacks?** Yes. Beverages and Stringing Services will be available for purchase.

**Can I purchase Tennis Balls?** Yes. Balls may be purchased for \$3 per can.

**Can I rent the ball machine, hitting wall (backboard)?** Yes, the ball machine, hitting walls (courts 23 & 24) are available to rent.

**Can I rent ball baskets, demo racquets, paddles or goggles?** At this time, ball baskets, demo or loaner racquets/paddles or goggles are not available to rent or loan. In keeping with compliance of the CDC and USTA Guidelines each player must bring their own clean equipment and wipe down after each use. Gloves are recommended.

**Can I shower in the locker room after I play?** No, in accordance with CDC and USTA Guidelines, the locker rooms will not be open at this time. Restrooms will be open.